



Department for Transport

Group Commercial Directorate

Department for Transport (DfT)
33 Horseferry Road
Westminster
London
SW1P 4DP

OPUS 2 INTERNATIONAL LIMITED

5th Floor (C/O Opus 2)
5 New Street Square
London
England
EC4A 3BF

Web Site: www.dft.gov.uk

Your ref:

Our ref: TMAR3112

Date: 07/05/2024

Name: [REDACTED]

Email: [REDACTED]

Contract Number and Title: TMAR3112 – Document Handling and Transcription Services

CCS Framework and Service ID: RM1557.13 G-Cloud 13 / **Service Lot ID:** 7518 9870 2122 764

On behalf of the Secretary of State for Transport, I write to inform you that **OPUS 2 INTERNATIONAL LIMITED** has been selected as the Department for Transport's (DfT) supplier for the above contract.

This letter and the documents listed below form a binding contract between you and the Department for Transport.

1. The terms and conditions for CCS Framework reference RM1557:13
2. The CCS Framework G Cloud 13 Call Off Agreement.
3. CCS Framework RM 1557:13 - Service Offering 7518 9870 2122 764
4. Annex A – Supplier Rate Card

I accept the quote (Annex A) in relation to the CCS Framework RM1557.13 G-Cloud 13 Service Offering 7518 9870 2122 764 subject to agreement of the Contract details.

The contract will commence on 09th May 2024 and expire on 08th May 2025 with an option to extend for a period of 12 months.

The value of the Contract is up to £300,000.00 with an initial commitment to spend £171,520 exc VAT (DfT are under no obligation to spend all the Contract Value).

You must be in possession of a written purchase order (PO), before commencing any work, or supplying any goods, under this contract. The Purchase Order Number for this contract will be provided as soon as possible. Invoices submitted to the Department must also quote the PO number and must be submitted in accordance with DfT's Invoicing Procedures embedded below.



Invoicing
Procedures.docx

Please acknowledge your receipt, understanding and acceptance of this letter by signing in the allocated space below and returning to me via email to [REDACTED] at your earliest convenience.

If you have any queries regarding the commencement of the service, please contact the contract owner [REDACTED]

Yours sincerely

[REDACTED]

[REDACTED]
Procurement Business Partner
Department for Transport

[REDACTED]

[REDACTED] -

Accepted for and on behalf of OPUS 2
INTERNATIONAL LIMITED by:

Signature:

[REDACTED]

Name:

[REDACTED]

Capacity: Chief Commercial Officer

Date: 07/05/2024

Annex A – Supplier Rate Card

Pricing - Opus 2 Hearings Solution

1. Opus 2 Software

Workspace Preparation		Cost (excl VAT)
Initial Document Upload	Document uploads: <ul style="list-style-type: none"> £[REDACTED] per document for 4,000 documents. 	[REDACTED]
Hyperlinking	Hearing Bundle hyperlinks to cross referenced documents: <ul style="list-style-type: none"> £[REDACTED] automated link*. <i>*Manual hyperlinking is available upon request at a charge of £3 per link.</i>	TBC if required
OCR'ing	Running optical character recognition (OCR) over PDF documents to highlight, annotate and search. <ul style="list-style-type: none"> £[REDACTED] per page 	TBC if required
Additional workspaces	Creation of additional mirror workspaces (5 provided free of charge): <ul style="list-style-type: none"> £[REDACTED] workspace. 	TBC if required
Content Management	In the event that additional work is required after the initial ingestion and creation of the inquiry workspace, an hourly content management fee will be charged for tasks such as (but not limited to) structuring, metadata application, application of any access control lists (ACL), additions, replacements, inserts, re-ordering of documents, repurposing, re-structuring of folders, and sequential pagination: <ul style="list-style-type: none"> £[REDACTED] per hour. 	TBC if required
Project Management	Dedicated Project Manager to advise on workflows specific to the inquiry and provide best practice guidance across the project as a whole: <ul style="list-style-type: none"> £[REDACTED] per hour. 	TBC if required
Training	Training during standard business hours (9.00am to 6.00pm, Monday to Friday): <ul style="list-style-type: none"> £[REDACTED] hour. <i>Any travel fares and expenses - charged at cost.</i>	TBC if required
Access Fees	Opus 2 Software subscription - the tier selected at the outset will be applicable for the duration of the instruction and will form the basis on which user access fees are charged - 40 users for 6 months: <ul style="list-style-type: none"> £[REDACTED] month for up to 25 users (additional users above 25 charged £[REDACTED] per month) or; £[REDACTED] month for up to 50 users (additional users above 50 charged £[REDACTED] per month) or; £[REDACTED] month for up to 100 users (additional users above 100 charged £[REDACTED] per user per month) or; £[REDACTED] month for up to 200 users (additional users above 200 charged £[REDACTED] per user per month) or; £[REDACTED] month for up to 300 users (additional users above 300 charged £[REDACTED] per user per month). <i>Access fees are payable from when Opus 2 first grants access to users.</i>	[REDACTED]

Exporting/ Archiving	<p>Encrypted USB containing an export of contents of workspace or electronic archive of workspace, preserving it in its existing form, for a period of 2 years. *</p> <p><i>*Based on number of documents.</i></p>	TBC if required
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Work conducted out of standard business working hours, charged at 1.5x applicable rate.

Opus 2 Software cancellation		Cost (excl VAT)
Software Fees	All Opus 2 Software Services fees incurred up to the date of cancellation but not yet invoiced will be charged accordingly.	Opus 2 Software fees incurred up until point of cancellation

2. Opus 2 Hearing Services

Reporting team attendance		Cost (excl VAT)
Attendance Fee	Provision of a reporting team for up to 5.5 Sitting Hours: <ul style="list-style-type: none"> ██████████ per Sitting Day for 24 days. 	██████████
Overtime / extended days	Additional Sitting Hours: <ul style="list-style-type: none"> ██████████ per half hour. <i>If the Sitting Hours meet or exceed 8 hours, two Attendance Fees will be charged in place of overtime. Please advise us if overtime is likely to ensure the allocation of an appropriate Reporting Team.</i>	TBC if required
Realtime and ancillary transcription services		Cost (excl VAT)
Realtime Connections	Realtime Connections inclusive of integrated private chat functionality and a complimentary laptop in the hearing room – 40 connections for 24 days: <ul style="list-style-type: none"> ██████████ per connection, per day for the first 1 to 25 connections; ██████████ per connection, per day for the next 26-50 connections; ██████████ per connection, per day for any additional connections over 50. 	██████████
First draft transcript	Email in Word format as required during the lunch break for distribution and publication to the inquiry website: <ul style="list-style-type: none"> ██████████ per day. 	TBC if required
Evidence publishing	Preparation and provision of referenced evidence to Inquiry Team on a daily basis for the purposes of publishing to the inquiry website: <ul style="list-style-type: none"> Tier 1 - Opus 2 generate a list of referenced evidence based on the daily transcript and provide an export to the Inquiry Team - ██████████ per day or; Tier 2 - Opus 2 generate a list of referenced evidence split by witness / expert based on the EPE Officer's records and the daily transcript and provide an export to the Inquiry Team - ██████████ per day or; Tier 3 - as per Tier 2 above, and to include additional steps (in consultation with Inquiry Team) such as uploading export to the inquiry website (holding area) - ██████████ per day. 	TBC if required
Electronic Presentation of Evidence (EPE) Services		Cost (excl VAT)
EPE operator	Provision of an EPE operator, inclusive of 10 evidence display screens: <ul style="list-style-type: none"> ██████████ per Sitting Day for 24 days. 	██████████
EPE set-up	EPE set-up, configuration and testing: <ul style="list-style-type: none"> ██████████ per set-up. <i>Chargeable 2 weeks in advance of the hearing.</i>	██████████
Technical Services		Cost (excl VAT)
Technical Support	Consultation for hearing room set-up and configuration, liaising and running test sessions with AV providers and advising on specific workflows for in-hearing services as required. <ul style="list-style-type: none"> ██████████ per hour. 	TBC if required

Hearing server		Cost (excl VAT)
Hearing Server set-up	Preparation and configuration of the hearing server facilitating the integrated Realtime transcript and EPE enabling a fully hyperlinked transcript and live access to evidence: <ul style="list-style-type: none"> ██████████ 	██████████
Virtual Hearing Services		Cost (excl VAT)
Virtual Hearing set-up	Configuration of the video conference for the Virtual Hearing to cover all pre-hearing technical consultancy, testing, and liaison with the Inquiry Team, including co-ordinating the protocol for the hearing and remote assistance for individual set-ups: <ul style="list-style-type: none"> ██████████ set-up. <i>Chargeable 2 weeks in advance of the hearing.</i>	TBC if required
Virtual Hearing access	Access to the Virtual Hearing via audio or video conference, joining all participants to the hearing (and for litigation, facilitating a live stream of the proceedings in accordance with public access requirements): <ul style="list-style-type: none"> ██████████ Sitting Day for 1-10 participants; ██████████ Sitting Day for 11-20 participants; ██████████ Sitting Day for 21+ participants. 	TBC if required
Virtual Hearing Manager	Provision of a dedicated Virtual Hearing Manager to ensure the seamless delivery of the virtual hearing. Your Virtual Hearing Manager will act as the interface between the participants and the technology and services underpinning the virtual hearing, including constant monitoring and fault recovery for the duration of proceedings: <ul style="list-style-type: none"> ██████████ per Sitting Day. 	TBC if required
Virtual Hearing hardware packs	Rental of key equipment for individual remote active participants including VOIP headset/personal speakerphone, 1080p camera and extended screen: <ul style="list-style-type: none"> ██████████ pack per Business Day. <i>Rental fee incurred from day 1 of the hearing to the date the equipment is collected for return to Opus 2. Courier fees and any ancillary expenses charged at cost. Provision of equipment pack is subject to equipment availability and logistical considerations upon formal instruction and will be discussed at the time.</i>	TBC if required
Managed audio / video feed for hybrid hearings	Provision of high-spec audio-visual and video production equipment in the hearing room and a specialist on-site AV engineer to produce the video feed throughout the hearing: <ul style="list-style-type: none"> ██████████ per Sitting Day. 	TBC if required
AV set-up	Configuration and set-up of the audio-visual and video production equipment: <ul style="list-style-type: none"> ██████████ set-up. <i>Chargeable 2 weeks in advance of the hearing.</i>	TBC if required
Please advise us as soon as possible if the hearing may be virtual or hybrid (partly heard in-person, partly heard virtually with participants based remotely) so Opus 2 can best advise as to the delivery of hearing services, and any associated costs.		
Equipment carriage		Cost (excl VAT)
Equipment carriage fees	Delivery of equipment and collection at the conclusion of proceedings: <ul style="list-style-type: none"> ██████████ 	██████████

Hearing Services Cancellation		Cost (excl VAT)
Transcription Services	Cancellation of Transcription Services on any individual Sitting Day (pre (including any floating window days) or post commencement of the hearing) after 10:00am on the preceding Business Day.	
EPE Services	Cancellation of EPE Services on any individual Sitting Day (pre (including any floating window days) or post commencement of the hearing) after 10:00am on the preceding Business Day.	

If the Buyer is to instruct Opus 2 under the Framework as part of a multi-party case, then certain fees may be split to account for this, and the relevant proportion charged accordingly.

Additional benefits

What's included free of charge	
Data hosting	Storage of documents on a private server hosted in the UK.
Transcript Hyperlinks	Fully hyperlinked transcript to referenced documents.
Electronic transcripts	Final version of the transcript in ASCII, Word and Adobe Acrobat PDF (condensed with word index) circulated as standard at the end of each day.
Synchronised audio	Audio synchronised to the transcript at the end of the day, subject to the consent of all parties and permission from the Judge / Tribunal.
Case management	Your matter will be handled by a dedicated Case Manager. Our case managers are highly experienced in facilitating complex multi-party instructions and will work closely with all parties to ensure the successful delivery of the hearing in accordance with your requirements.

3. Service Enhancements (available upon request)

Service		Cost (excl VAT)
Laptop or Tablet	Additional pre-configured laptops or tablets to use during proceedings, to be connected to the hearing server in the venue to ensure a robust connection and avoid dependence on unreliable Wi-Fi or 3G. <ul style="list-style-type: none"> ▪ [REDACTED] per laptop per day. ▪ [REDACTED] per tablet per day. 	TBC if required
EPE Screens	Additional evidence presentation screens: <ul style="list-style-type: none"> ▪ [REDACTED] screen per day. 	TBC if required
Large Format Display	Certain documents, such as spreadsheets and construction drawings can be problematic to display on small screens. Opus 2 can provide large monitors to present these documents clearly: <ul style="list-style-type: none"> ▪ [REDACTED] 46" screen per day or; ▪ [REDACTED] 65" screen per day. 	TBC if required
Remote EPE	Opus 2 can also connect off-site participants to the evidence being displayed during proceedings: <ul style="list-style-type: none"> ▪ [REDACTED] per remote participant per day. <i>Applicable only to fully in-person hearings.</i>	TBC if required
Live Audio Feed	With the permission of the inquiry, we can provide a live audio feed of the hearing to off-site participants: <ul style="list-style-type: none"> ▪ [REDACTED] feed per day. 	TBC if required
Delay Stream Technology	Implementation of delay to audio/visual feeds: <ul style="list-style-type: none"> ▪ [REDACTED] per day. 	TBC if required
Hearing Audio	Opus 2 can also provide a standalone audio file of the hearing. <ul style="list-style-type: none"> ▪ [REDACTED] per audio file provided by SFTP per day. ▪ [REDACTED] per audio file provided by encrypted USB per day. 	TBC if required
Site Visit	Site attendance to assess the hearing venue and plan set-up: <ul style="list-style-type: none"> ▪ [REDACTED] per site visit. 	TBC if required
Interpretation	Set-up of any required equipment: <ul style="list-style-type: none"> ▪ [REDACTED] per set-up. 	TBC if required
	Provision of interpretation booth, service engineer, microphones, and headsets to facilitate simultaneous interpretation: <ul style="list-style-type: none"> ▪ [REDACTED] per day. 	TBC if required
Speakers	A set of two speakers: <ul style="list-style-type: none"> ▪ [REDACTED] per set per week. 	TBC if required
Pointing devices	Rental of device used to identify and draw reference to a particular area on a display screen: <ul style="list-style-type: none"> ▪ [REDACTED] per unit per day. 	TBC if required

Subsistence, accommodation, travel fees and any other expenses for hearings outside of London to be agreed on a case-by-case basis.